

# The Carers' Support Service

## Working with Carers in Northern Lincolnshire



### Carers' Support Centre - North Lincolnshire

In partnership with Rotherham, Doncaster and South Humber NHS Foundation Trust

<b>Job Title</b>	Carer Peer Support Worker
<b>Specialism</b>	Mental Health
<b>Post Type</b>	12 months
<b>Salary</b>	£13.75 per hour (£26,455 pro rata per annum)
<b>Hours of Work</b>	<p>10 hours per week (over 2 days) Usual office hours between Monday and Friday 9am to 5pm</p> <p>Flexibility is required in order to meet the needs of the organisation including providing cover for sick leave and annual leave, and conducting outreach in evenings and on weekends.</p>
<b>Accountability</b>	This post will be line managed by the Operations Director.
<b>Location</b>	<p>Your base is The Carers' Support Centre. 11 Redcombe Lane, Brigg DN20 8AU.</p> <p>Most of your time will be spent away from the office working within RDaSH settings in North Lincolnshire.</p>
<b>About the Role</b>	<p>You will be a friendly, caring and compassionate team player with a practical and solution focused approach to supporting carers looking after someone with mental health needs accessing Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) services. We are a dynamic team and no day is the same when it comes to supporting North Lincolnshire's Carers.</p> <p>You will be organised and able to prioritise your workload. You will be able to think on your feet and draw on knowledge and experience to identify a Carer's needs and provide information, advice and support to meet those needs.</p> <p>You will support Carers so that they are able to carry on their caring role safely and with confidence, and to achieve the best outcomes for them and their cared for person. You will support and encourage Carers to look after themselves and play an active role in their community.</p> <p>The role will contribute to RDaSH's Promise 2 to support carers, and the Carers' Support Centre's Strategy.</p>

<p><b>Main Duties and Responsibilities</b></p>	<p>As a Carer Peer Support Worker, you will:</p> <ul style="list-style-type: none"> <li>• Provide 1:1 and group-based peer support to carers using your lived experience in a safe, professional and helpful way.</li> <li>• Help carers build their confidence, resilience and wellbeing.</li> <li>• Support carers to navigate RDaSH services and wider community resources.</li> <li>• Work closely with RDaSH multi-disciplinary teams to ensure carer voice is heard and valued.</li> <li>• Promote co-production, recovery-focused practice and inclusive, compassionate care.</li> </ul> <p>This is an exciting opportunity to be part of a growing lived-experience workforce that helps shape and improve services in real and meaningful ways.</p> <p>You will take Carer referrals from RDaSH and Carers' Support Service colleagues when an ongoing support need has been identified. The specialist elements of the role focus on carers of people with mental health needs accessing RDaSH services.</p> <p>You will work with Carers to explore their strengths and resources from within their families, networks and communities and work with them on identifying and connecting them to the support they need including referral for a Carer Assessment.</p> <p>The support you provide is intensive and time limited when carers have specific challenges relating to their caring role. This means you will get to work somewhat closely with those carers on your caseload when the person they care for is accessing RDaSH Mental Health Services.</p> <p>You will ensure carers feel supported and help them to overcome barriers to accessing support. You will support Carers so that they feel valued, included, confident, listened to, independent and supported.</p> <p>You will work to ensure carers are involved in the development and delivery of plans relating to their support and the support of the people they care for.</p> <p>You will develop/establish clear referral routes to external support services.</p>
<p><b>General Duties</b></p>	<ul style="list-style-type: none"> <li>• Support carers to navigate health and social care systems and access community resources in the right way at the right time.</li> <li>• Provide regular telephone contact for a time limited period with a case load.</li> <li>• Act on behalf of carers where necessary by making telephone calls, writing letters and attending meetings in order for them to access the appropriate services and support.</li> <li>• Work with colleagues to promote support services and signpost appropriately both internally and externally.</li> <li>• Conduct home visits as needed.</li> <li>• Provide support to colleagues as required.</li> <li>• Engage with, make contacts and build good working relationships with organisations across Health and Social Care.</li> <li>• Work with RDaSH and Carers' Support Service teams to develop wrap around support for carers.</li> <li>• Deliver Carer Awareness training and talks to RDaSH teams.</li> <li>• Maintain records of using an online database for use by you and the Carers' Support Service team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively find out about services and support available to carers and share information with carers and colleagues and keep information up to date.</li> <li>• Contribute to Carers Week, Carers Rights Day and Dementia Action Week and relevant RDaSH initiatives</li> <li>• Play your part in ensuring that groups and individuals have access to information and support that is culturally appropriate. Proactively work to minimise the obstacles for carers who find services difficult to access.</li> <li>• Undertake any other duties as required.</li> </ul>
<b>While in post you will:</b>	<ul style="list-style-type: none"> <li>• Show willingness to help others to provide the best service to our service users</li> <li>• Put carers first at all times</li> <li>• Be proactive and enthusiastic to improve the service we provide</li> <li>• Have a 'can do' attitude</li> <li>• Take pride in providing a quality and timely service</li> <li>• Work to Key Performance Indicators</li> </ul>
<b>Employee Benefits</b>	<ul style="list-style-type: none"> <li>• Minimum 26 days holiday, plus bank holidays Pro Rata, increasing with length of service.</li> <li>• Up to an additional 4 days holiday given between Christmas and New Year.</li> <li>• Flexibility to support parents and carers</li> <li>• Time off in lieu for extra hours worked</li> <li>• Supportive and friendly working environment</li> <li>• Free onsite parking</li> <li>• Free drinks and kitchen facilities</li> <li>• Full training, supervision and development opportunities will be provided</li> </ul>

**PERSON SPECIFICATION** Below are listed the qualities and experience that are necessary for this post. They are divided into essential and desirable. We will be looking for evidence during the selection process that candidates fulfil the requirements listed under essential. **Please use this as a guide when completing the About You section of the application form.**

<p><b>Experience</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Lived experience of being an unpaid carer for someone with mental health needs.</li> <li>• Ability to reflect on and use lived experience in a professional, bounded way.</li> <li>• Identifying need and providing information, advice and support to meet need</li> <li>• Networking and working with organisations and professionals.</li> <li>• Speaking to groups and individuals in a professional setting</li> <li>• Providing outreach services in the community</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of peer support or working in a health/social care setting.</li> <li>• Working in the voluntary, community or social care sector</li> </ul>
<p><b>Special Knowledge</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Understanding of the needs of carers and family members of people with mental health needs</li> <li>• Awareness of legislation relating to Mental Capacity Act and Carers Rights</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Familiarity with North Lincolnshire geography and demographics / RDaSH Services</li> <li>• Knowledge of support services available to people with mental health needs and their Carers</li> <li>• Group facilitation experience</li> <li>• Understanding of recovery models and trauma-informed practice.</li> </ul>
<p><b>Skills</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent level conversational English and professional level of written English.</li> <li>• Ability to assess and evaluate client need</li> <li>• Ability to work as part of a team</li> <li>• Good interpersonal skills including presentations/talks to professionals</li> <li>• Ability to keep concise written records</li> <li>• Well organised and able to manage a varied work load effectively</li> <li>• Excellent IT skills including word processing, spread sheets, email and internet</li> <li>• Ability to listen and empathise</li> <li>• Ability to work on own initiative and to work to deadlines</li> <li>• Adaptable communication skills</li> </ul>
<p><b>Personal Qualities/ Attitude</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Able to reflect on difficult situations with colleagues</li> <li>• Resilient and self-aware</li> <li>• Empathy, listening skills</li> <li>• Non-judgmental, honest and reliable</li> <li>• Calm and understanding</li> <li>• Prepared to undertake appropriate training</li> <li>• Commitment to equal opportunity working</li> <li>• Discretion, diplomacy &amp; the ability to work in a confidential and sensitive way</li> </ul>

<b>Qualifications</b>	<b>Desirable</b> Training relating to health and social care and/mental health
<b>Working Arrangements</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• Ability to transport yourself around North Lincolnshire independently</li><li>• Flexible in hours of work</li><li>• Dress appropriately</li></ul>